

Lampiran 1: Frekuensi Tabel Item

Frequencies X1**Statistics**

| | | X1.1 | X1.2 |
|----------------|---------|------|------|
| N | Valid | 100 | 100 |
| | Missing | 0 | 0 |
| Mean | | 3,18 | 3,17 |
| Std. Deviation | | ,833 | ,711 |
| Sum | | 318 | 317 |

Frequency Table**X1.1**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2 | 25 | 25,0 | 25,0 | 25,0 |
| | 3 | 34 | 34,0 | 34,0 | 59,0 |
| | 4 | 39 | 39,0 | 39,0 | 98,0 |
| | 5 | 2 | 2,0 | 2,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

X1.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 2 | 2,0 | 2,0 | 2,0 |
| | 2 | 11 | 11,0 | 11,0 | 13,0 |
| | 3 | 56 | 56,0 | 56,0 | 69,0 |
| | 4 | 30 | 30,0 | 30,0 | 99,0 |
| | 5 | 1 | 1,0 | 1,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

Frequencies X2**Statistics**

| | | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 |
|----------------|---------|------|------|------|------|------|------|------|
| N | Valid | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Missing | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mean | | 3,20 | 2,82 | 3,06 | 3,28 | 2,70 | 3,49 | 3,99 |
| Std. Deviation | | ,853 | ,881 | ,814 | ,817 | ,937 | ,927 | ,643 |
| Sum | | 320 | 282 | 306 | 328 | 270 | 349 | 399 |

Frequency Table

X2.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 1 | 1,0 | 1,0 | 1,0 |
| | 2 | 20 | 20,0 | 20,0 | 21,0 |
| | 3 | 42 | 42,0 | 42,0 | 63,0 |
| | 4 | 32 | 32,0 | 32,0 | 95,0 |
| | 5 | 5 | 5,0 | 5,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

X2.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 4 | 4,0 | 4,0 | 4,0 |
| | 2 | 36 | 36,0 | 36,0 | 40,0 |
| | 3 | 35 | 35,0 | 35,0 | 75,0 |
| | 4 | 24 | 24,0 | 24,0 | 99,0 |
| | 5 | 1 | 1,0 | 1,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

X2.3

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 4 | 4,0 | 4,0 | 4,0 |
| | 2 | 17 | 17,0 | 17,0 | 21,0 |
| | 3 | 49 | 49,0 | 49,0 | 70,0 |
| | 4 | 29 | 29,0 | 29,0 | 99,0 |
| | 5 | 1 | 1,0 | 1,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

X2.4

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 3 | 3,0 | 3,0 | 3,0 |
| | 2 | 12 | 12,0 | 12,0 | 15,0 |
| | 3 | 41 | 41,0 | 41,0 | 56,0 |
| | 4 | 42 | 42,0 | 42,0 | 98,0 |
| | 5 | 2 | 2,0 | 2,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

X2.5

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 6 | 6,0 | 6,0 | 6,0 |
| | 2 | 43 | 43,0 | 43,0 | 49,0 |
| | 3 | 28 | 28,0 | 28,0 | 77,0 |
| | 4 | 21 | 21,0 | 21,0 | 98,0 |
| | 5 | 2 | 2,0 | 2,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

X2.6

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 3 | 3,0 | 3,0 | 3,0 |
| | 2 | 11 | 11,0 | 11,0 | 14,0 |
| | 3 | 30 | 30,0 | 30,0 | 44,0 |
| | 4 | 46 | 46,0 | 46,0 | 90,0 |
| | 5 | 10 | 10,0 | 10,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

X2.7

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2 | 1 | 1,0 | 1,0 | 1,0 |
| | 3 | 18 | 18,0 | 18,0 | 19,0 |
| | 4 | 62 | 62,0 | 62,0 | 81,0 |
| | 5 | 19 | 19,0 | 19,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

Frequencies X3**Statistics**

| | | X3.1 | X3.2 |
|----------------|---------|------|------|
| N | Valid | 100 | 100 |
| | Missing | 0 | 0 |
| Mean | | 3,13 | 3,35 |
| Std. Deviation | | ,720 | ,716 |
| Sum | | 313 | 335 |

Frequency Table

X3.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2 | 17 | 17,0 | 17,0 | 17,0 |
| | 3 | 56 | 56,0 | 56,0 | 73,0 |
| | 4 | 24 | 24,0 | 24,0 | 97,0 |
| | 5 | 3 | 3,0 | 3,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

X3.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2 | 10 | 10,0 | 10,0 | 10,0 |
| | 3 | 49 | 49,0 | 49,0 | 59,0 |
| | 4 | 37 | 37,0 | 37,0 | 96,0 |
| | 5 | 4 | 4,0 | 4,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

Frequencies X4

Statistics

| | | X4.1 | X4.2 |
|----------------|---------|------|------|
| N | Valid | 100 | 100 |
| | Missing | 0 | 0 |
| Mean | | 3,56 | 3,65 |
| Std. Deviation | | ,820 | ,592 |
| Sum | | 356 | 365 |

Frequency Table

X4.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2 | 8 | 8,0 | 8,0 | 8,0 |
| | 3 | 41 | 41,0 | 41,0 | 49,0 |
| | 4 | 38 | 38,0 | 38,0 | 87,0 |
| | 5 | 13 | 13,0 | 13,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

X4.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3 | 41 | 41,0 | 41,0 | 41,0 |
| | 4 | 53 | 53,0 | 53,0 | 94,0 |
| | 5 | 6 | 6,0 | 6,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

Frequencies X5**Statistics**

| | | X5.1 | X5.2 |
|----------------|---------|------|------|
| N | Valid | 100 | 100 |
| | Missing | 0 | 0 |
| Mean | | 3,19 | 3,21 |
| Std. Deviation | | ,825 | ,671 |
| Sum | | 319 | 321 |

Frequency Table**X5.1**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2 | 24 | 24,0 | 24,0 | 24,0 |
| | 3 | 35 | 35,0 | 35,0 | 59,0 |
| | 4 | 39 | 39,0 | 39,0 | 98,0 |
| | 5 | 2 | 2,0 | 2,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

X5.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 1 | 1,0 | 1,0 | 1,0 |
| | 2 | 10 | 10,0 | 10,0 | 11,0 |
| | 3 | 57 | 57,0 | 57,0 | 68,0 |
| | 4 | 31 | 31,0 | 31,0 | 99,0 |
| | 5 | 1 | 1,0 | 1,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

Frequencies X6**Statistics**

| | | X6.1 | X6.2 |
|---|---------|------|------|
| N | Valid | 100 | 100 |
| | Missing | 0 | 0 |

Frequency Table

X6.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 1 | 1,0 | 1,0 | 1,0 |
| | 2 | 17 | 17,0 | 17,0 | 18,0 |
| | 3 | 58 | 58,0 | 58,0 | 76,0 |
| | 4 | 20 | 20,0 | 20,0 | 96,0 |
| | 5 | 4 | 4,0 | 4,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

X6.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2 | 11 | 11,0 | 11,0 | 11,0 |
| | 3 | 52 | 52,0 | 52,0 | 63,0 |
| | 4 | 34 | 34,0 | 34,0 | 97,0 |
| | 5 | 3 | 3,0 | 3,0 | 100,0 |
| | Total | 100 | 100,0 | 100,0 | |

Lampiran 2: Uji Validitas dan Reliabilitas

Correlations X1**Correlations**

| | | X1 |
|------|---------------------|----------|
| X1.1 | Pearson Correlation | ,845(**) |
| | Sig. (2-tailed) | ,000 |
| | N | 100 |
| X1.2 | Pearson Correlation | ,779(**) |
| | Sig. (2-tailed) | ,000 |
| | N | 100 |

** Correlation is significant at the 0.01 level (2-tailed).

Reliability X1

***** Method 1 (space saver) will be used for this analysis *****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

| Statistics for | Mean | Variance | Std Dev | N of Variables |
|----------------|--------|----------|---------|----------------|
| SCALE | 6,3500 | 1,5833 | 1,2583 | 2 |

Item-total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Alpha if Item Deleted |
|------|----------------------------|--------------------------------|----------------------------------|-----------------------|
| X1.1 | 3,1700 | ,5062 | ,3227 | . |
| X1.2 | 3,1800 | ,6945 | ,3227 | . |

Reliability Coefficients

N of Cases = 100,0 N of Items = 2

Alpha = ,6833

| | | | | |
|------|---------|---------|-------|-------|
| X2.4 | 19,2600 | 10,6388 | ,6051 | ,7131 |
| X2.5 | 19,8400 | 11,3479 | ,3653 | ,7658 |
| X2.6 | 19,0500 | 10,8157 | ,4692 | ,7421 |
| X2.7 | 18,5500 | 12,0076 | ,4736 | ,7432 |

Reliability Coefficients

N of Cases = 100,0

N of Items = 7

Alpha = ,7665

Correlations X3

Correlations

| | | SHIDDIQ |
|------|---------------------|----------|
| X3.1 | Pearson Correlation | ,900(**) |
| | Sig. (2-tailed) | ,000 |
| | N | 100 |
| X3.2 | Pearson Correlation | ,898(**) |
| | Sig. (2-tailed) | ,000 |
| | N | 100 |

** Correlation is significant at the 0.01 level (2-tailed).

Reliability X3

***** Method 1 (space saver) will be used for this analysis *****

| R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A) | | | | |
|---|--------|----------|---------|-----------|
| | | | | N of |
| Statistics for | Mean | Variance | Std Dev | Variables |
| SCALE | 6,4800 | 1,6663 | 1,2908 | 2 |

Item-total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Alpha if Item Deleted |
|------|-------------------------------------|---|--|-----------------------------|
| X3.1 | 3,3500 | ,5126 | ,6163 | . |
| X3.2 | 3,1300 | ,5183 | ,6163 | . |

Reliability Coefficients

N of Cases = 100,0

N of Items = 2

Alpha = ,7626

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Statistics for Mean Variance Std Dev N of
SCALE 6,4000 1,4949 1,2227 Variables 2

Item-total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Alpha if Item Deleted |
|------|-------------------------------------|---|--|-----------------------------|
| X5.1 | 3,2100 | ,4504 | ,3285 | . |
| X5.2 | 3,1900 | ,6807 | ,3285 | . |

Reliability Coefficients

N of Cases = 100,0

N of Items = 2

Alpha = ,6848

Correlations X6

Correlations

| | | X6 |
|------|---------------------|----------|
| X6.1 | Pearson Correlation | ,927(**) |
| | Sig. (2-tailed) | ,000 |
| | N | 100 |
| X6.2 | Pearson Correlation | ,915(**) |
| | Sig. (2-tailed) | ,000 |
| | N | 100 |

** Correlation is significant at the 0.01 level (2-tailed).

Reliability X6

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Statistics for Mean Variance Std Dev N of
SCALE 6,3800 1,7935 1,3392 Variables 2

Item-total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Alpha if Item Deleted |
|------|-------------------------------------|---|--|-----------------------------|
| X6.1 | 3,2900 | ,4908 | ,6964 | . |
| X6.2 | 3,0900 | ,5676 | ,6964 | . |

Reliability Coefficients

N of Cases = 100,0

N of Items = 2

Alpha = ,8198

Correlations Y**Correlations**

| | | LOYALTY |
|------|-----------------|----------|
| Y1.1 | Pearson | |
| | Correlation | ,793(**) |
| | Sig. (2-tailed) | ,000 |
| | N | 100 |
| Y1.2 | Pearson | |
| | Correlation | ,820(**) |
| | Sig. (2-tailed) | ,000 |
| | N | 100 |
| Y1.3 | Pearson | |
| | Correlation | ,863(**) |
| | Sig. (2-tailed) | ,000 |
| | N | 100 |

** Correlation is significant at the 0.01 level (2-tailed).

Reliability Y

***** Method 1 (space saver) will be used for this analysis *****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)
N of

| | | | | |
|----------------|--------|----------|---------|-----------|
| Statistics for | Mean | Variance | Std Dev | Variables |
| SCALE | 8,0900 | 3,1534 | 1,7758 | 3 |

Item-total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Alpha if Item Deleted |
|------|-------------------------------------|---|--|-----------------------------|
| Y1.1 | 5,3300 | 1,6173 | ,5249 | ,7620 |
| Y1.2 | 5,3400 | 1,5600 | ,5817 | ,6972 |
| Y1.3 | 5,5100 | 1,5252 | ,6863 | ,5828 |

Reliability Coefficients

N of Cases = 100,0

N of Items = 3

Alpha = ,7632

Lampiran 3: Analisis Regresi

Regression**Variables Entered/Removed(b)**

| Model | Variables Entered | Variables Removed | Method |
|-------|--|-------------------|--------|
| 1 | FATHANAH , TANGIBLE, TABLIGH, SHIDDIQ, EMPATHY, AMANAHA(a) | . | Enter |

a All requested variables entered.

b Dependent Variable: LOYALTAS

Model Summary(b)

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
|-------|---------|----------|-------------------|----------------------------|---------------|
| 1 | ,427(a) | ,182 | ,130 | 1,657 | 1,676 |

a Predictors: (Constant), FATHANAH, TANGIBLE, TABLIGH, SHIDDIQ, EMPATHY, AMANAHA

b Dependent Variable: LOYALTAS

ANOVA(b)

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|-------|---------|
| 1 | Regression | 56,954 | 6 | 9,492 | 3,459 | ,004(a) |
| | Residual | 255,236 | 93 | 2,744 | | |
| | Total | 312,190 | 99 | | | |

a Predictors: (Constant), FATHANAH, TANGIBLE, TABLIGH, SHIDDIQ, EMPATHY, AMANAHA

b Dependent Variable: LOYALTAS

Coefficients(a)

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Correlations | | | Collinearity Statistics | |
|-------|------------|-----------------------------|------------|---------------------------|--------|------|--------------|---------|-------|-------------------------|-------|
| | | B | Std. Error | Beta | | | Zero-order | Partial | Part | Tolerance | VIF |
| 1 | (Constant) | 5,387 | 1,213 | | 4,441 | ,000 | | | | | |
| | EMPATHY | ,622 | ,714 | ,441 | ,872 | ,046 | -,019 | ,090 | ,082 | ,034 | 2,078 |
| | TANGIBLE | ,220 | ,050 | ,473 | 4,432 | ,000 | ,364 | ,418 | ,416 | ,771 | 1,297 |
| | SHIDDIQ | ,370 | ,418 | ,269 | ,886 | ,037 | ,016 | ,091 | ,083 | ,034 | 1,496 |
| | AMANAHA | ,475 | 1,022 | ,353 | ,465 | ,046 | ,022 | ,048 | ,044 | ,015 | 6,639 |
| | TABLIGH | -,931 | ,734 | -,641 | -1,267 | ,208 | -,021 | -,130 | -,119 | ,034 | 2,091 |
| | FATHANAH | -,896 | 1,000 | ,676 | ,896 | ,037 | ,011 | -,092 | -,084 | ,015 | 6,716 |

a Dependent Variable: LOYALTAS

Collinearity Diagnostics(a)

| Model | Dimension | Eigenvalue | Condition Index | Variance Proportions | | | | | | |
|-------|-----------|------------|-----------------|----------------------|---------|----------|---------|----------|----------|----------|
| | | | | (Constant) | EMPATHY | TANGIBLE | SHIDDIQ | AMANAHAH | TABLINGH | FATHANAH |
| 1 | 1 | 6,899 | 1,000 | ,00 | ,00 | ,00 | ,00 | ,00 | ,00 | ,00 |
| | 2 | ,050 | 11,738 | ,02 | ,00 | ,04 | ,01 | ,00 | ,00 | ,00 |
| | 3 | ,029 | 15,460 | ,15 | ,01 | ,24 | ,00 | ,00 | ,01 | ,00 |
| | 4 | ,014 | 22,331 | ,75 | ,00 | ,65 | ,00 | ,00 | ,00 | ,00 |
| | 5 | ,007 | 31,628 | ,03 | ,03 | ,01 | ,19 | ,00 | ,03 | ,03 |
| | 6 | ,001 | 68,908 | ,03 | ,14 | ,06 | ,79 | ,13 | ,16 | ,00 |
| | 7 | ,000 | 170,625 | ,02 | ,81 | ,00 | ,00 | ,87 | ,80 | ,97 |

a. Dependent Variable: LOYALTAS

Casewise Diagnostics(a)

| Case Number | Std. Residual | LOYALTAS |
|-------------|---------------|----------|
| 88 | -3,594 | 3 |

a. Dependent Variable: LOYALTAS

Residuals Statistics(a)

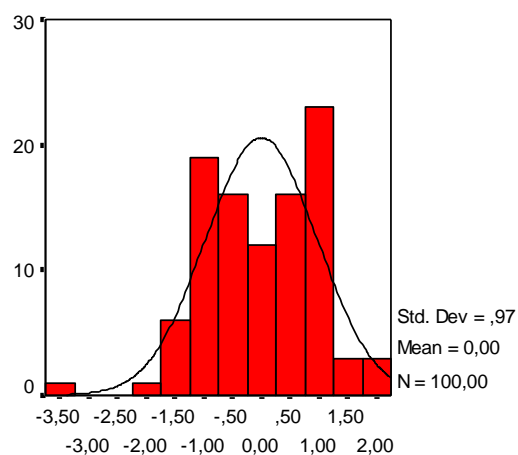
| | Minimum | Maximum | Mean | Std. Deviation | N |
|----------------------|---------|---------|------|----------------|-----|
| Predicted Value | 5,35 | 9,32 | 8,09 | ,758 | 100 |
| Residual | -5,95 | 3,43 | ,00 | 1,606 | 100 |
| Std. Predicted Value | -3,618 | 1,622 | ,000 | 1,000 | 100 |
| Std. Residual | -3,594 | 2,071 | ,000 | ,969 | 100 |

a. Dependent Variable: LOYALTAS

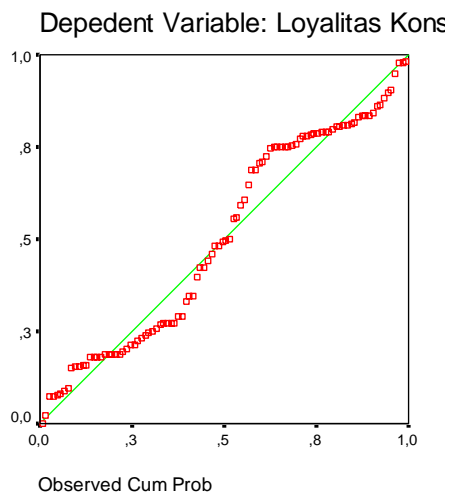
Charts

Histogram

Dependent Variable: Loyaltas konsu



Regression: Standardized Residual



NPar Tests

One-Sample Kolmogorov-Smirnov Test

| | | Unstandardize d Residual |
|-----------------------------|----------------|-----------------------------|
| N | | 100 |
| Normal Parameters(a,b) | Mean | ,0000000 |
| | Std. Deviation | 1,60565897 |
| Most Extreme Differences | Absolute | ,131 |
| | Positive | ,104 |
| | Negative | -,131 |
| Kolmogorov-Smirnov Z | | 1,315 |
| Asymp. Sig. (2-tailed) | | ,063 |

a Test distribution is Normal.

b Calculated from data.

Nonparametric Correlations

Correlations

| | | | EMPAT HY | TANGI BLE | SHIDDI Q | AMANA H | TABLI GH | FATHA NAH | ABS_RE S |
|----------------|----------|-------------------------|-------------|--------------|-------------|------------|-------------|--------------|-------------|
| Spearman's rho | EMPATHY | Correlation Coefficient | 1,000 | ,425(**) | ,468(**) | ,503(**) | ,950(**) | ,516(**) | ,039 |
| | | Sig. (2-tailed) | . | ,000 | ,000 | ,000 | ,000 | ,000 | ,699 |
| | | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | TANGIBLE | Correlation Coefficient | ,425(**) | 1,000 | ,267(**) | ,322(**) | ,433(**) | ,309(**) | -,078 |
| | | Sig. (2-tailed) | ,000 | . | ,007 | ,001 | ,000 | ,002 | ,438 |
| | | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | SHIDDIQ | Correlation Coefficient | ,468(**) | ,267(**) | 1,000 | ,937(**) | ,510(**) | ,902(**) | ,051 |
| | | Sig. (2-tailed) | ,000 | ,007 | . | ,000 | ,000 | ,000 | ,612 |
| | | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | AMANAHAH | Correlation Coefficient | ,503(**) | ,322(**) | ,937(**) | 1,000 | ,496(**) | ,983(**) | ,130 |
| | | Sig. (2-tailed) | ,000 | ,001 | ,000 | . | ,000 | ,000 | ,197 |
| | | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | TABLIGH | Correlation Coefficient | ,950(**) | ,433(**) | ,510(**) | ,496(**) | 1,000 | ,462(**) | -,015 |
| | | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | . | ,000 | ,884 |
| | | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | FATHANAH | Correlation Coefficient | ,516(**) | ,309(**) | ,902(**) | ,983(**) | ,462(**) | 1,000 | ,142 |
| | | Sig. (2-tailed) | ,000 | ,002 | ,000 | ,000 | ,000 | . | ,159 |
| | | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | ABS_RES | Correlation Coefficient | ,039 | -,078 | ,051 | ,130 | -,015 | ,142 | 1,000 |
| | | Sig. (2-tailed) | ,699 | ,438 | ,612 | ,197 | ,884 | ,159 | . |
| | | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

** Correlation is significant at the 0.01 level (2-tailed).

Lampiran 4: Data Input Hasil Kuesioner

| NO | Nama | Jenis kelamin | Pekerjaan |
|----|-----------------------|---------------|-----------|
| 1 | Frenki Marlistio | L | Mahasiswa |
| 2 | Erika Diana R | P | Mahasiswa |
| 3 | Fisma F | P | Guru |
| 4 | Lulud S | P | Mahasiswa |
| 5 | Fatimatus | P | Mahasiswa |
| 6 | Benty | P | Mahasiswa |
| 7 | Zahra | P | Mahasiswa |
| 8 | Mona | P | Pelajar |
| 9 | Dino | L | Pelajar |
| 10 | Reny Nur F | P | Mahasiswa |
| 11 | Toni | L | Pelajar |
| 12 | Fika | P | Mahasiswa |
| 13 | Tika | P | Mahasiswa |
| 14 | Rully | L | Mahasiswa |
| 15 | Chiko | L | Mahasiswa |
| 16 | Fuad | L | Mahasiswa |
| 17 | Aang | L | Mahasiswa |
| 18 | Fikri Nur H | L | Mahasiswa |
| 19 | Ahmad Yudi | L | Mahasiswa |
| 20 | Hamdani I | L | Mahasiswa |
| 21 | Fatimatus S | P | Mahasiswa |
| 22 | Moch Nur huda | L | Mahasiswa |
| 23 | zainal mahalli | L | Mahasiswa |
| 24 | Lutfi | P | Mahasiswa |
| 25 | Sigit | L | Pelajar |
| 26 | Fata amri | L | Pelajar |
| 27 | M Fikrul hakim | L | Mahasiswa |
| 28 | Nuraini Putri | P | Mahasiswa |
| 29 | Moch Khoirun | L | Mahasiswa |
| 30 | Alif Nur Aini | P | Mahasiswa |
| 31 | Afiah Nur Rahmawati | P | Mahasiswa |
| 32 | Riska Agustin Hasanah | P | Mahasiswa |
| 33 | Muslimah Mumtazah | P | Mahasiswa |

Empathy (X1)

| X1.1 | X1.2 | X1 |
|------|------|----|
| 2 | 1 | 3 |
| 4 | 2 | 6 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 4 | 3 | 7 |
| 4 | 3 | 7 |
| 4 | 3 | 7 |
| 4 | 3 | 7 |
| 2 | 3 | 5 |
| 4 | 2 | 6 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 4 | 3 | 7 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 4 | 7 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 4 | 3 | 7 |
| 4 | 3 | 7 |
| 4 | 3 | 7 |
| 2 | 3 | 5 |
| 4 | 2 | 6 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |

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|----|-----------------------|---|------------|
| 34 | Lhairotun natija | P | Mahasiswa |
| 35 | Imam Mufid | L | Mahasiswa |
| 36 | Agus Rohmatullah | L | Mahasiswa |
| 37 | Abdul malik | L | Mahasiswa |
| 38 | Zainal Arifin | L | Mahasiswa |
| 39 | Latifah H | P | Mahasiswa |
| 40 | zulfikar ali akbar | L | Mahasiswa |
| 41 | puput tarpuhawa | P | Mahasiswa |
| 42 | Moch Sa'id | L | Mahasiswa |
| 43 | Shofiatul Qolbi | P | Mahasiswa |
| 44 | Yuni Ayu | P | Mahasiswa |
| 45 | Eka Yulianto | L | Wiraswasta |
| 46 | maulida Riana Rofiqoh | P | Mahasiswa |
| 47 | faramita K | P | Mahasiswa |
| 48 | Iklima K | P | Mahasiswa |
| 49 | fatik | P | Mahasiswa |
| 50 | Linda Rizki | P | Mahasiswa |
| 51 | Agnia Mursida H | P | Mahasiswa |
| 52 | sandra dewi nursida | P | Mahasiswa |
| 53 | Laila Wati | P | Mahasiswa |
| 54 | Yeni A | P | Mahasiswa |
| 55 | Eka Y | P | Mahasiswa |
| 56 | Ina K | P | Mahasiswa |
| 57 | Riyan hidayanto | L | Mahasiswa |
| 58 | Ainur Rochmah | P | Mahasiswa |
| 59 | Agustin Islam Mia | P | Mahasiswa |
| 60 | Luluk N S | P | Mahasiswa |
| 61 | Diatun | p | Mahasiswa |
| 62 | Fina NF | P | Mahasiswa |
| 63 | | | |
| 64 | | | |
| 65 | | | |
| 66 | | | |
| 67 | Mawar Melati | p | Mahasiswa |
| 68 | sari | p | Mahasiswa |

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| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 4 | 3 | 7 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
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| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 4 | 2 | 6 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 4 | 7 |
| 4 | 4 | 8 |
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| 4 | 4 | 8 |
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| 3 | 4 | 7 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 4 | 7 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 4 | 3 | 7 |

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|-----|---------------------|---|------------|
| 69 | Fitrah | p | Mahasiswa |
| 70 | Tia | p | Mahasiswa |
| 71 | lia | p | Mahasiswa |
| 72 | Sari | p | Mahasiswa |
| 73 | Exma mutafal hikmah | p | Mahasiswa |
| 74 | Zhu | P | Mahasiswa |
| 75 | Binti | P | Mahasiswa |
| 76 | Fitri R | P | Mahasiswa |
| 77 | Yoon C | P | Mahasiswa |
| 78 | Zahrotun | P | Mahasiswa |
| 79 | Chafidah M | P | Mahasiswa |
| 80 | Ismi I | P | Mahasiswa |
| 81 | Farida | P | Mahasiswa |
| 82 | Sari | P | Mahasiswa |
| 83 | M. Oezil | L | Mahasiswa |
| 84 | Zia | P | Mahasiswa |
| 85 | P. Yona | P | Mahasiswa |
| 86 | Dayu N P | P | Mahasiswa |
| 87 | Iva R | P | Mahasiswa |
| 88 | Citung Tarmidi | P | Mahasiswa |
| 89 | Galuh D H | P | Mahasiswa |
| 90 | Kholida N | P | Mahasiswa |
| 91 | Hanifatul | P | Mahasiswa |
| 92 | | | |
| 93 | Fitri | P | Mahasiswa |
| 94 | Vitri | P | Mahasiswa |
| 95 | Fofi juaita sari | P | Mahasiswa |
| 96 | nurul hasbiyati | P | Mahasiswa |
| 97 | samud dakir | L | Guru |
| 98 | kuncoro | L | Wiraswasta |
| 99 | miftah hardiana | P | Mahasiswa |
| 100 | Ida ike rahayu | P | Pelajar |

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| 3 | 2 | 5 |
| 4 | 3 | 7 |
| 5 | 3 | 8 |
| 4 | 3 | 7 |
| 2 | 1 | 3 |
| 4 | 4 | 8 |
| 5 | 5 | 10 |
| 2 | 4 | 6 |
| 3 | 4 | 7 |
| 3 | 2 | 5 |
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| 3 | 3 | 6 |
| 3 | 3 | 6 |
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| 3 | 2 | 5 |
| 3 | 3 | 6 |
| 4 | 3 | 7 |
| 4 | 4 | 8 |
| 2 | 2 | 4 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 2 | 2 | 4 |
| 4 | 3 | 7 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 2 | 3 | 5 |
| 2 | 3 | 5 |
| 3 | 2 | 5 |
| 3 | 3 | 6 |
| 4 | 3 | 7 |

Tangibles (X2)

| X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X2 |
|------|------|------|------|------|------|------|----|
| 2 | 3 | 4 | 3 | 2 | 4 | 5 | 23 |
| 4 | 3 | 2 | 4 | 4 | 4 | 4 | 25 |
| 3 | 3 | 3 | 3 | 4 | 4 | 4 | 24 |
| 5 | 4 | 3 | 3 | 3 | 4 | 4 | 26 |
| 2 | 2 | 3 | 2 | 3 | 3 | 3 | 18 |
| 3 | 3 | 3 | 4 | 3 | 5 | 4 | 25 |
| 4 | 3 | 3 | 3 | 3 | 3 | 3 | 22 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 |
| 4 | 4 | 3 | 4 | 4 | 3 | 4 | 26 |
| 4 | 3 | 3 | 4 | 2 | 4 | 4 | 24 |
| 4 | 3 | 4 | 3 | 2 | 3 | 3 | 22 |
| 4 | 4 | 4 | 3 | 3 | 4 | 4 | 26 |
| 3 | 3 | 4 | 3 | 4 | 3 | 4 | 24 |
| 3 | 3 | 3 | 3 | 4 | 3 | 4 | 23 |
| 3 | 4 | 3 | 4 | 3 | 5 | 5 | 27 |
| 4 | 4 | 3 | 4 | 2 | 4 | 4 | 25 |
| 4 | 2 | 3 | 4 | 4 | 4 | 5 | 26 |
| 2 | 2 | 2 | 3 | 2 | 4 | 4 | 19 |
| 4 | 4 | 4 | 4 | 4 | 4 | 5 | 29 |
| 2 | 2 | 2 | 3 | 2 | 4 | 4 | 19 |
| 4 | 4 | 3 | 4 | 3 | 5 | 5 | 28 |
| 5 | 4 | 3 | 3 | 3 | 4 | 4 | 26 |
| 4 | 3 | 3 | 4 | 2 | 4 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 5 | 29 |
| 2 | 2 | 3 | 2 | 3 | 3 | 3 | 18 |
| 3 | 3 | 3 | 4 | 3 | 5 | 4 | 25 |
| 4 | 3 | 3 | 3 | 3 | 3 | 3 | 22 |
| 3 | 4 | 4 | 3 | 3 | 4 | 4 | 25 |
| 4 | 4 | 3 | 4 | 4 | 3 | 4 | 26 |
| 4 | 3 | 3 | 4 | 2 | 4 | 4 | 24 |
| 4 | 3 | 4 | 3 | 2 | 4 | 5 | 25 |
| 4 | 4 | 4 | 3 | 3 | 4 | 4 | 26 |
| 3 | 3 | 4 | 3 | 4 | 3 | 4 | 24 |

Shiddiq (X3)

| X3.1 | X3.2 | X3 |
|------|------|----|
| 3 | 5 | 8 |
| 3 | 4 | 7 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 4 | 3 | 7 |
| 3 | 4 | 7 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 2 | 3 | 5 |
| 3 | 4 | 7 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 3 | 7 |
| 3 | 4 | 7 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 2 | 3 | 5 |
| 3 | 4 | 7 |
| 2 | 3 | 5 |
| 3 | 2 | 5 |

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|---|---|---|---|---|---|---|----|
| 3 | 3 | 3 | 3 | 4 | 3 | 4 | 23 |
| 3 | 4 | 3 | 4 | 3 | 5 | 5 | 27 |
| 5 | 4 | 3 | 4 | 2 | 4 | 4 | 26 |
| 4 | 2 | 3 | 4 | 4 | 4 | 5 | 26 |
| 2 | 2 | 2 | 3 | 2 | 4 | 4 | 19 |
| 4 | 4 | 4 | 4 | 4 | 4 | 5 | 29 |
| 2 | 2 | 2 | 3 | 2 | 4 | 4 | 19 |
| 4 | 4 | 3 | 4 | 3 | 5 | 5 | 28 |
| 4 | 3 | 3 | 4 | 2 | 4 | 4 | 24 |
| 4 | 3 | 4 | 3 | 2 | 4 | 5 | 25 |
| 4 | 4 | 4 | 3 | 3 | 4 | 4 | 26 |
| 3 | 3 | 4 | 3 | 4 | 3 | 4 | 24 |
| 4 | 4 | 4 | 4 | 4 | 4 | 5 | 29 |
| 2 | 4 | 2 | 3 | 2 | 4 | 4 | 21 |
| 4 | 4 | 3 | 4 | 3 | 4 | 5 | 27 |
| 4 | 3 | 3 | 4 | 2 | 4 | 4 | 24 |
| 3 | 3 | 3 | 3 | 4 | 3 | 4 | 23 |
| 3 | 4 | 3 | 4 | 3 | 5 | 5 | 27 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 |
| 2 | 2 | 4 | 4 | 2 | 4 | 4 | 22 |
| 3 | 2 | 4 | 4 | 2 | 4 | 4 | 23 |
| 3 | 2 | 3 | 4 | 2 | 3 | 4 | 21 |
| 3 | 2 | 3 | 4 | 2 | 3 | 4 | 21 |
| 3 | 2 | 3 | 3 | 2 | 3 | 3 | 19 |
| 3 | 4 | 4 | 4 | 2 | 3 | 4 | 24 |
| 3 | 2 | 3 | 3 | 3 | 4 | 4 | 22 |
| 3 | 3 | 3 | 3 | 2 | 3 | 4 | 21 |
| 3 | 3 | 3 | 3 | 2 | 3 | 4 | 21 |
| 3 | 2 | 3 | 2 | 4 | 4 | 3 | 21 |
| 3 | 3 | 4 | 4 | 2 | 2 | 4 | 22 |
| 3 | 3 | 3 | 4 | 2 | 2 | 4 | 21 |
| 3 | 2 | 4 | 4 | 2 | 2 | 5 | 22 |
| 1 | 1 | 1 | 1 | 1 | 3 | 3 | 11 |
| 3 | 2 | 2 | 4 | 5 | 5 | 4 | 25 |
| 2 | 2 | 2 | 2 | 2 | 4 | 4 | 18 |

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|---|---|---|
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 3 | 4 | 7 |
| 2 | 3 | 5 |
| 3 | 2 | 5 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 3 | 2 | 5 |
| 2 | 2 | 4 |
| 3 | 3 | 6 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |

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|---|---|---|---|---|---|---|----|
| 2 | 2 | 2 | 4 | 4 | 4 | 4 | 22 |
| 5 | 2 | 4 | 2 | 3 | 2 | 4 | 22 |
| 5 | 1 | 5 | 5 | 1 | 4 | 4 | 25 |
| 2 | 3 | 2 | 2 | 3 | 2 | 4 | 18 |
| 3 | 2 | 1 | 3 | 1 | 1 | 3 | 14 |
| 3 | 4 | 4 | 4 | 2 | 5 | 5 | 27 |
| 3 | 2 | 4 | 4 | 5 | 4 | 4 | 26 |
| 2 | 4 | 4 | 5 | 4 | 4 | 4 | 27 |
| 3 | 3 | 3 | 3 | 2 | 4 | 4 | 22 |
| 2 | 2 | 3 | 3 | 4 | 4 | 4 | 22 |
| 2 | 3 | 2 | 2 | 2 | 2 | 3 | 16 |
| 3 | 2 | 3 | 3 | 3 | 4 | 4 | 22 |
| 4 | 3 | 3 | 4 | 1 | 4 | 4 | 23 |
| 4 | 2 | 4 | 4 | 2 | 2 | 4 | 22 |
| 4 | 1 | 3 | 3 | 2 | 3 | 5 | 21 |
| 3 | 2 | 2 | 3 | 2 | 3 | 3 | 18 |
| 3 | 3 | 3 | 3 | 3 | 3 | 4 | 22 |
| 3 | 2 | 3 | 2 | 3 | 4 | 4 | 21 |
| 2 | 2 | 1 | 1 | 1 | 1 | 4 | 12 |
| 4 | 5 | 4 | 4 | 4 | 5 | 3 | 29 |
| 2 | 2 | 2 | 2 | 2 | 2 | 3 | 15 |
| 2 | 2 | 2 | 2 | 2 | 4 | 2 | 16 |
| 3 | 2 | 2 | 2 | 2 | 3 | 3 | 17 |
| 3 | 3 | 2 | 3 | 2 | 3 | 3 | 19 |
| 3 | 3 | 4 | 4 | 2 | 2 | 4 | 22 |
| 2 | 2 | 4 | 4 | 2 | 2 | 4 | 20 |
| 4 | 2 | 4 | 4 | 2 | 2 | 4 | 22 |
| 4 | 1 | 3 | 3 | 2 | 3 | 5 | 21 |
| 3 | 2 | 2 | 3 | 2 | 3 | 3 | 18 |
| 3 | 3 | 3 | 3 | 3 | 3 | 4 | 22 |
| 3 | 2 | 3 | 2 | 3 | 4 | 4 | 21 |
| 2 | 2 | 1 | 1 | 1 | 1 | 4 | 12 |

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| 3 | 3 | 6 |
| 5 | 5 | 10 |
| 4 | 4 | 8 |
| 3 | 4 | 7 |
| 2 | 2 | 4 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 5 | 4 | 9 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 2 | 2 | 4 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 5 | 5 | 10 |
| 2 | 3 | 5 |
| 3 | 4 | 7 |
| 2 | 2 | 4 |
| 2 | 2 | 4 |
| 3 | 2 | 5 |
| 3 | 2 | 5 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 5 | 8 |
| 3 | 3 | 6 |
| 2 | 4 | 6 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |

Amanah (X4)

| x4.1 | x4.2 | x4 |
|------|------|----|
| 2 | 4 | 6 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 4 | 3 | 7 |
| 3 | 4 | 7 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 2 | 3 | 5 |
| 3 | 4 | 7 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 3 | 7 |
| 3 | 4 | 7 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 2 | 3 | 5 |
| 3 | 4 | 7 |
| 2 | 3 | 5 |
| 3 | 2 | 5 |

Tabligh (X5)

| X5.1 | X5.2 | x5 |
|------|------|----|
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 4 | 3 | 7 |
| 4 | 3 | 7 |
| 4 | 3 | 7 |
| 4 | 3 | 7 |
| 2 | 3 | 5 |
| 4 | 2 | 6 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 4 | 3 | 7 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 4 | 7 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 4 | 3 | 7 |
| 4 | 3 | 7 |
| 4 | 3 | 7 |
| 4 | 3 | 7 |
| 2 | 3 | 5 |
| 4 | 2 | 6 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |

Fathanah (X6)

| X6.1 | X6.2 | X6 |
|------|------|----|
| 1 | 2 | 3 |
| 3 | 4 | 7 |
| 3 | 4 | 7 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 4 | 3 | 7 |
| 3 | 4 | 7 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 2 | 3 | 5 |
| 3 | 4 | 7 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 3 | 7 |
| 3 | 4 | 7 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 2 | 3 | 5 |
| 3 | 4 | 7 |
| 2 | 3 | 5 |
| 3 | 2 | 5 |

Loyalitas Konsumen (Y1)

| y.1 | y.2 | y.3 | y1 |
|-----|-----|-----|----|
| 4 | 2 | 2 | 8 |
| 3 | 2 | 2 | 7 |
| 4 | 4 | 4 | 12 |
| 2 | 3 | 3 | 8 |
| 2 | 2 | 2 | 6 |
| 3 | 3 | 4 | 10 |
| 3 | 3 | 3 | 9 |
| 3 | 3 | 3 | 9 |
| 3 | 4 | 3 | 10 |
| 4 | 3 | 3 | 10 |
| 3 | 4 | 3 | 10 |
| 4 | 4 | 4 | 12 |
| 3 | 4 | 3 | 10 |
| 4 | 3 | 3 | 10 |
| 2 | 3 | 2 | 7 |
| 2 | 3 | 2 | 7 |
| 2 | 3 | 3 | 8 |
| 2 | 2 | 2 | 6 |
| 2 | 3 | 3 | 8 |
| 2 | 2 | 2 | 6 |
| 2 | 3 | 2 | 7 |
| 2 | 3 | 3 | 8 |
| 4 | 3 | 3 | 10 |
| 2 | 3 | 3 | 8 |
| 2 | 2 | 2 | 6 |
| 3 | 3 | 4 | 10 |
| 3 | 3 | 3 | 9 |
| 3 | 3 | 3 | 9 |
| 3 | 4 | 3 | 10 |
| 4 | 3 | 3 | 10 |
| 3 | 4 | 3 | 10 |
| 4 | 2 | 3 | 9 |
| 3 | 4 | 3 | 10 |

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| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 3 | 4 | 7 |
| 2 | 3 | 5 |
| 3 | 2 | 5 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 3 | 2 | 5 |
| 2 | 2 | 4 |
| 3 | 3 | 6 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |

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| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 4 | 3 | 7 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 4 | 7 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 4 | 2 | 6 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 4 | 7 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 2 | 3 | 5 |
| 2 | 3 | 5 |
| 2 | 3 | 5 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 4 | 3 | 7 |
| 3 | 4 | 7 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 4 | 7 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 4 | 3 | 7 |

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| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 3 | 4 | 7 |
| 2 | 3 | 5 |
| 3 | 2 | 5 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 3 | 2 | 5 |
| 2 | 2 | 4 |
| 3 | 3 | 6 |
| 2 | 3 | 5 |
| 3 | 3 | 6 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |

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| 4 | 2 | 3 | 9 |
| 2 | 3 | 2 | 7 |
| 2 | 3 | 2 | 7 |
| 2 | 3 | 3 | 8 |
| 2 | 2 | 2 | 6 |
| 2 | 3 | 3 | 8 |
| 3 | 3 | 2 | 8 |
| 2 | 3 | 2 | 7 |
| 4 | 3 | 3 | 10 |
| 3 | 4 | 3 | 10 |
| 4 | 2 | 3 | 9 |
| 3 | 4 | 3 | 10 |
| 2 | 3 | 3 | 8 |
| 3 | 3 | 2 | 8 |
| 2 | 3 | 2 | 7 |
| 4 | 3 | 3 | 10 |
| 4 | 2 | 3 | 9 |
| 2 | 3 | 2 | 7 |
| 3 | 3 | 3 | 9 |
| 3 | 3 | 2 | 8 |
| 4 | 3 | 3 | 10 |
| 3 | 2 | 2 | 7 |
| 3 | 2 | 2 | 7 |
| 3 | 3 | 3 | 9 |
| 3 | 3 | 3 | 9 |
| 3 | 3 | 3 | 9 |
| 3 | 3 | 3 | 9 |
| 3 | 3 | 3 | 9 |
| 3 | 3 | 3 | 9 |
| 3 | 2 | 3 | 8 |
| 3 | 3 | 3 | 9 |
| 3 | 3 | 3 | 9 |
| 3 | 3 | 3 | 9 |
| 1 | 1 | 1 | 3 |
| 4 | 4 | 4 | 12 |
| 3 | 3 | 3 | 9 |

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| 3 | 3 | 6 |
| 5 | 5 | 10 |
| 4 | 4 | 8 |
| 3 | 4 | 7 |
| 2 | 2 | 4 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 5 | 4 | 9 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 2 | 2 | 4 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 5 | 5 | 10 |
| 2 | 3 | 5 |
| 3 | 4 | 7 |
| 2 | 2 | 4 |
| 2 | 2 | 4 |
| 3 | 2 | 5 |
| 3 | 2 | 5 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 5 | 5 | 10 |
| 2 | 3 | 5 |

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| 3 | 2 | 5 |
| 4 | 3 | 7 |
| 5 | 3 | 8 |
| 4 | 3 | 7 |
| 2 | 1 | 3 |
| 4 | 4 | 8 |
| 5 | 5 | 10 |
| 2 | 4 | 6 |
| 3 | 4 | 7 |
| 3 | 2 | 5 |
| 3 | 2 | 5 |
| 2 | 4 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 2 | 3 | 5 |
| 2 | 3 | 5 |
| 3 | 2 | 5 |
| 3 | 3 | 6 |
| 4 | 3 | 7 |
| 4 | 4 | 8 |
| 2 | 2 | 4 |
| 4 | 4 | 8 |
| 2 | 3 | 5 |
| 2 | 2 | 4 |
| 4 | 3 | 7 |
| 4 | 4 | 8 |
| 3 | 3 | 6 |
| 2 | 3 | 5 |
| 2 | 3 | 5 |
| 3 | 2 | 5 |
| 3 | 3 | 6 |
| 4 | 3 | 7 |

| | | |
|---|---|----|
| 3 | 3 | 6 |
| 5 | 5 | 10 |
| 4 | 4 | 8 |
| 3 | 4 | 7 |
| 2 | 2 | 4 |
| 4 | 4 | 8 |
| 4 | 4 | 8 |
| 5 | 4 | 9 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 2 | 2 | 4 |
| 3 | 4 | 7 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 5 | 5 | 10 |
| 2 | 3 | 5 |
| 3 | 4 | 7 |
| 2 | 2 | 4 |
| 2 | 2 | 4 |
| 3 | 2 | 5 |
| 3 | 2 | 5 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 3 | 3 | 6 |
| 5 | 5 | 10 |
| 2 | 3 | 5 |

| | | | |
|---|---|---|----|
| 3 | 3 | 4 | 10 |
| 4 | 4 | 3 | 11 |
| 2 | 2 | 4 | 8 |
| 3 | 3 | 3 | 9 |
| 2 | 1 | 1 | 4 |
| 3 | 2 | 2 | 7 |
| 3 | 3 | 3 | 9 |
| 3 | 4 | 2 | 9 |
| 2 | 2 | 2 | 6 |
| 3 | 2 | 2 | 7 |
| 3 | 3 | 3 | 9 |
| 3 | 2 | 2 | 7 |
| 2 | 2 | 2 | 6 |
| 3 | 3 | 2 | 8 |
| 3 | 3 | 2 | 8 |
| 2 | 2 | 2 | 6 |
| 2 | 2 | 2 | 6 |
| 2 | 2 | 2 | 6 |
| 2 | 2 | 2 | 6 |
| 1 | 1 | 1 | 3 |
| 2 | 2 | 2 | 6 |
| 2 | 1 | 1 | 4 |
| 3 | 3 | 3 | 9 |
| 3 | 2 | 2 | 7 |
| 2 | 3 | 3 | 8 |
| 3 | 3 | 2 | 8 |
| 3 | 3 | 2 | 8 |
| 3 | 3 | 2 | 8 |
| 2 | 2 | 2 | 6 |
| 2 | 2 | 2 | 6 |
| 2 | 2 | 2 | 6 |
| 2 | 2 | 2 | 6 |

LAMPIRAN 5

KUESIONER PENELITIAN**JUDUL PENELITIAN:**

**PENGARUH KUALITAS PELAYANAN JASA TERHADAP LOYALITAS KONSUMEN DI
PUSAT BISNIS (*BUSSINESS CENTRE*) UNIVERSITAS ISLAM NEGERI MAULANA
MALIK IBRAHIM MALANG**

Assalamu'alaikum Wr. Wb

Dalam rangka menunjang kegiatan penelitian yang akan kami lakukan untuk meraih gelar Sarjana Program Strata-I Fakultas Ekonomi Jurusan Manajemen UIN MAULANA MALIK IBRAHIM MALANG, kami sangat mengharapkan Bapak/Ibu/ saudara(i) bersedia meluangkan waktu untuk mengisi pertanyaan yang saya ajukan dibawah ini. Kuesioner ini semata-mata hanya untuk kepentingan ilmiah. Oleh karena itu, kami menjamin kerahasiaan identitas dan jawaban yang diberikan sesuai dengan kode etik penelitian ilmiah, sehingga dapat memberikan sumbangan yang berarti pada penelitian ini.

Atas bantuan dan kerjasama yang telah bapak/ibu/saudara (i) berikan, kami mengucapkan banyak terima kasih.

Wassalamu'alaikum Wr. Wb

Hormat Kami,

ROZY KURNIAWAN

Petunjuk Pengisian

Sesuai dengan yang Bapak/Ibu/Saudara(i) ketahui, berilah penilaian terhadap diri anda sendiri dengan jujur dan apa adanya berdasarkan pernyataan dibawah ini dengan memberi tanda *checklist* (\checkmark) salah satu dari lima kolom, dengan keterangan sebagai berikut:

| <i>SS</i> | <i>S</i> | <i>N</i> | <i>TS</i> | <i>STS</i> |
|----------------------|---------------|---------------|---------------------|----------------------------|
| <i>Sangat Setuju</i> | <i>Setuju</i> | <i>Netral</i> | <i>Tidak Setuju</i> | <i>Sangat Tidak Setuju</i> |

Identitas Responden

Nama :

Jenis Kelamin : a. (LK) b. (Pr)

Pekerjaan :

Berilah Tanda *Checklist* (✓) Pada Pilihan Jawaban Yang Paling Sesuai Menurut Anda.

Angket I

1) Kualitas Pelayanan Jasa

| NO | PERNYATAAN | JAWABAN | | | | |
|----|---|---------|---|---|----|-----|
| | | SS | S | N | TS | STS |
| | <i>Empathy (Perhatian)</i> | | | | | |
| 1 | Bila kesulitan, konsumen mudah untuk menghubungi karyawan BC. | | | | | |
| 2 | Karyawan BC mampu memahami keinginan konsumen dengan baik. | | | | | |
| | <i>Tangibles (Bukti Fisik)</i> | | | | | |
| 3 | BC menyediakan infrastruktur (gedung) yang bagus. | | | | | |
| 4 | BC menyediakan tempat parkir yang luas. | | | | | |
| 5 | BC rapi dalam mengatur tata letak produk (<i>layout</i>). | | | | | |
| 6 | BC menyediakan ruangan belanja yang bersih. | | | | | |
| 7 | BC menyediakan seragam karyawan yang rapi. | | | | | |
| 8 | BC menyediakan Bar code untuk kemudahan transaksi. | | | | | |
| 9 | BC menyediakan komputer kasir untuk kemudahan transaksi. | | | | | |
| | <i>Shiddiq (Benar)</i> | | | | | |
| 10 | Karyawan BC selalu memberikan Informasi yang bisa dipertanggungjawabkan kebenarannya. | | | | | |
| 11 | Karyawan BC selalu memberikan informasi terbaru dan relevan. | | | | | |
| | <i>Amanah (Terpercaya)</i> | | | | | |
| 12 | Karyawan BC mampu menyelesaikan tugas yang diamanahkan oleh konsumen. | | | | | |
| 13 | Karyawan BC menyediakan jasa sesuai dengan apa yang dijanjikan. | | | | | |

| | | | | | | |
|----|--|--|--|--|--|--|
| | <i>Tabligh (Komunikatif)</i> | | | | | |
| 14 | Komunikasi karyawan BC mudah dipahami konsumen. | | | | | |
| 15 | Karyawan BC selalu berkata baik dan sopan dalam melayani karyawan. | | | | | |
| | <i>Fathanah (Cerdas)</i> | | | | | |
| 16 | Karyawan BC selalu memberikan saran yang inofatif terhadap konsumen. | | | | | |
| 17 | Karyawan BC selalu bijaksana dalam melayani konsumennya. | | | | | |

Angket 2**2) Loyalitas Konsumen**

| NO | PERNYATAAN | JAWABAN | | | | |
|----|---|---------|---|---|----|-----|
| | | SS | S | N | TS | STS |
| 18 | Saya selalu membeli produk di BC. | | | | | |
| 19 | Saya selalu merekomendasikan kepada orang lain agar membeli produk di BC. | | | | | |
| 20 | Saya selalu membeli produk di BC meskipun promosi yang ditawarkan toko-toko lain lebih menarik. | | | | | |

BIODATA PENELITIAN

A. Data Pribadi

- | | |
|---------------------------|--|
| 1. Nama | : Rozy Kurniawan |
| 2. Tempat & Tanggal Lahir | : Probolinggo, 06 Desember 1988 |
| 3. Jenis Kelamin | : Laki-Laki |
| 4. Alamat Asal | : Jln. Mastrip No. 19 RT 03 RW 13 Kelurahan Kanigaran Kecamatan Kanigaran Kota Probolinggo |
| 5. Telepon & HP | : 085655860760 |
| 6. E-mail | : rozy_kurniawan_06@yahoo.co.id |

B. Riwayat Pendidikan Formal

1. TK “TUNAS HARAPAN” Kota Probolinggo tahun 1994-1995
2. SDN TISNONEGARAN 1 tahun 1995 -2001
3. SMP N 5 Kota Probolinggo tahun 2001-2004
4. SMA N 4 Kota Probolinggo tahun 2004 – 2007
5. Universitas Islam Negeri Maulana Malik Ibrahim Malang tahun 2007-2011

C. Riwayat Pendidikan Non Formal (Seminar, Kursus dan Pelatihan)

1. Praktik Kerja lapangan Integratif PKLI di PT. Indopherin Jaya Probolinggo tahun 2010.
2. Pengabdian di Panti Asuhan Putra dan Putri Muhammadiyah Probolinggo berupa pendidikan dan pelatihan kewirausahaan tahun 2010.
3. Magang di Yayasan Pondok Pesantren Sunan Drajat, yaitu: PT. Sunan Drajat Lamongan, Smesco Mart Sunan Drajat, BMT Sunan Drajat, Planet Abiyah Sunan Drajat 2009.
4. Program Khusus Pembelajaran Bahasa Arab (PKPBA) di Universitas Islam Negeri (UIN) Maliki Malang 2007-2008.
5. Program Khusus Pembelajaran Bahasa Inggris (PKPBI) di Universitas Islam Negeri Maulana Malik Ibrahim Malang 2007-2008.
6. Pelatihan SPSS di Universitas Islam Negeri Maulana Malik Ibrahim Malang 2010.
7. Pelatihan Internet di Universitas Islam Negeri Maulana Malik Ibrahim Malang 2008.

8. Pelatihan Design Grafis “Mandiri Central Informatic” di SMA N 4 Kota Probolinggo.
9. Pelatihan Internet “Broadband Learning Centre” di Kantor Telkom Malang 2008.

D. Partisipasi Dalam Seminar/Kegiatan Ilmiah

1. Seminar Kewirausahaan di Universitas Islam Negeri Maulana Malik Ibrahim Malang tahun 2010.
2. Seminar “BOOT CAMP MANAGERIAL SKILLS” Finalis Wirausaha Muda Mandiri angkatan 2010 di Rumah Perubahan Bekasi.
3. Seminar “Cara Gila Jadi Pengusaha” Entrepreneur University Global Success di Universitas Islam Negeri Maulana Malik Ibrahim Malang.
4. Training Of Investment “*Investment Chance of Future*” – Community of Management (COMMENT) Fakultas Ekonomi UIN Maliki Malang dan PT Victory International Future – Lab. Akuntansi Fakultas Ekonomi UIN Maliki Malang – 16 s/d 17 Maret 2009 – Panitia.
5. LKTI (Lomba Karya Tulis Ilmiah) Badan Eksekutif Mahasiswa (BEM) FE maret 2011- Panitia.
6. *Future Management Training* Fakultas Ekonomi UIN Maulana Malik Ibrahim Malang.

E. Pengalaman Organisasi

1. Anggota komunitas mahasiswa manajemen “COMMENT 2007” di Universitas Islam Negeri Maulana Malik Ibrahim Malang.
2. Anggota perkumpulan wirausaha muda mandiri angkatan 2010

Demikian Daftar Riwayat Hidup ini dibuat dengan benar dan dapat dipertanggungjawabkan.

Malang, 23 Agustus 2011

(Rozy Kurniawan)



KEMENTERIAN AGAMA
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BUKTI KONSULTASI

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 NIM/Jurusan : 07510112 / Manajemen
 Dosen Pembimbing : Irmayanti Hasan ST., MM
 Judul Skripsi : Pengaruh Kualitas Pelayanan Terhadap Loyalitas
 Konsumen Di BC Universitas Islam Negeri Maulana
 Malik Ibrahim Malang

| No | Tanggal | Materi Konsultasi | Tanda tangan Pembimbing |
|----|-----------------|-----------------------------------|-------------------------|
| 1 | 1 Maret 2011 | Judul dan Outline | 1. |
| 2 | 1 April 2011 | BAB I & II | 2. |
| 3 | 10 Mei 2011 | BAB I, II & III | 3. |
| 4 | 26 Mei 2011 | Revisi BAB I – III | 4. |
| 5 | 8 Juni 2011 | Revisi BAB I - III | 5. |
| 6 | 9 Juni 2011 | Daftar Pustaka, Lembar Pengesahan | 6. |
| 7 | 10 Juni 2011 | Acc Proposal | 7. |
| 8 | 30 Juni 2011 | Ujian Proposal | 8. |
| 9 | 10 Juli 2011 | Review Seminar Proposal | 9. |
| 10 | 11 Agustus 2011 | ACC Kuisisioner | 10. |
| 11 | 24 Agustus 2011 | BAB IV & V | 11. |
| 12 | 26 Agustus 2011 | Acc Keseluruhan | 12 |

Malang, 26 Agustus 2011
 Mengetahui
 Ketua Jurusan Manajemen,

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